GOVERNMENT OF ANDHRA PRADESH

ABSTRACT

AHDD&F Department – National Animal Disease Control Programme (NADCP) - Setting up of Veterinary Telemedicine along with call centre for monitoring of FMD and Brucellosis vaccination program - Standard Operating Procedures (SOP) for implementation of Veterinary Telemedicine – Approved - Orders – Issued.

ANIMAL HUSBANDRY DAIRY DEVELOPMENT & FISHERIES (AH.I) DEPARTMENT

G.O.Rt.No.01 Dated:03.01.2022.

Read the following:-

1. K-11053(5313)/4/2021-LH Dt.18-03-2021 of Under Secretary, DAHD, Government of India, New Delhi.
2. G.O.Rt.No.96, AHDD&F (AH.I) Department, Dated:12.04.2021.
3. From the Director of Animal Husbandry, A.P., Vijayawada, Lr.Roc.No.AHF02-32031/23/2021-EPID SEC-DAH, Dt:03.12.2021 through e-file computer No.1566203.

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ORDER:

In the circumstances reported by the Director of Animal Husbandry, A.P., Vijayawada in the reference 3rd read above, Government hereby approve the Standard Operating Procedures (SOP) for implementation of Veterinary Telemedicine in the State under NADCP Programme for monitoring of Foot & Mouth and Brucellosis Disease. The approved Standard Operating Procedures (SOP) is appended to this Order as Annexure.

2. The Director of Animal Husbandry, Andhra Pradesh, Vijayawada shall take further necessary action accordingly as per rules in force.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

POONAM MALAKONDAIAH
SPECIAL CHIEF SECRETARY TO GOVERNMENT (FAC)

To
The Director of Animal Husbandry, Andhra Pradesh, Vijayawada.

Copy to:
PS to Additional Secretary to Chief Minister (CM), A.P. Secretariat.
OSD to Minister (AHDD&F), A.P. Secretariat.
PS to Spl. C.S to Government, (FAC), AHDD&F Department, A.P. Secretariat.
The JS (LH), DAHD, MoF,AHD, Krishi Bhawan, New Delhi-110001.
SF/SC (Computer No.1605648)

//FORWARDED::BY ORDER//

T. [illegible]
SECTION OFFICER

(P.T.O. for Annexure)

(Annexure to G.O.Rt.No.01, AHDD&F (AH.I) Department, Dated:03.01.2022)

Standard Operating Procedures (SOPs) to Veterinary Telemedicine In Andhra Pradesh:

Definition:

'The delivery of animal health care services, where distance, expertise and time are critical factors, by Veterinarians using ICT for diagnosis, treatment and prevention of diseases and injuries, research and evaluation and continuing education of Veterinarians, in the interest of livestock farming community'.

Objectives:

i) To provide animal health care services to farming communities in remote areas.

ii) To coordinate veterinarians, Animal Husbandry Assistants (AHAs) and farmers for better treatment through video-conferencing.

iii) To provide opportunities for continuing education among veterinarians.

Scope:

i) To provide timely access to appropriate interventions including services that may not otherwise be available.

ii) The guidelines are meant for veterinarians in A.P. Government service only.

Relevance:

i) In view of enhancement of production and productivity of livestock, quality and timely veterinary services are required in all villages.

ii) Low-availability of expert services in villages.

iii) Updation of knowledge and skills among veterinarians.

Benefits:

i) Timely access to specialized animal health care services in uncovered rural and remote areas.

ii) Confidence shall be built between livestock farmers and veterinarians.

iii) Improved diagnosis and better treatment due to linking of diagnostic services and subject matter specialist services.

iv) Access to computerized, comprehensive data (text, voice, images etc.) of livestock – offline as well as real time.

Veterinary Telemedicine Application:

Veterinarians and AHAs shall be mapped in the application developed to carry out veterinary telemedicine in Animal Husbandry Department of Andhra Pradesh. This application stores & forwards technical information, enables online video conferencing and data transfer. It shall have four logins one each for call centre agent, AHA, local veterinarian and subject matter specialist. A core team with two to three Veterinarians will be positioned at call centre from 9.00 AM to 6.00 PM to monitor the functioning of call centre. It shall be carried out in three steps as below:

1. First step - Prescription shall be given by local veterinary assistant surgeon based on the data provided by farmer as well as AHA.
2. Second step - If not cured, treatment shall be given by local Veterinary Assistant Surgeon physically. If case is not responded, then it shall be referred to subject matter specialist.
3. Third step - Expert opinion by subject matter specialist shall be given. If it is not cured, based on the prognosis and with the support of ADDL report, the case shall be shifted to centre of subject matter specialist by Mobile Ambulatory Veterinary Clinic.

Process flow:

- Farmer calls the toll free number 1962 for service request.
- Call is received by a Telemedicine Agent and login to application.
- Farmer details recorded by Telemedicine Agent.
- AHA is requested to reach out farmer and shall record animal details in his login and prepares case sheet.
- Appointment with local Veterinary Assistant Surgeon shall be scheduled by the agent of call centre.
- Once the appointment is scheduled, phone message and link shall be shared to the AHA and farmer.
- AHA and farmer have to join the call using the link in phone message.
- Appointments are shown in dash board of Veterinary Assistant Surgeon login.
- Veterinary Assistant Surgeon joins the call for diagnosis and issue of prescription based on vitals provided by AHA.
- Prescription shall be forwarded to the AHA.
- Prescription shall be followed by the AHA.
- If not recovered, the same may be recorded in his login of AHA.
- Accordingly appointment with Veterinary Assistant Surgeon shall be scheduled by the call centre agent
- Once the appointment is scheduled, phone message shall be sent to AHA and farmer.
- Case shall be attended by Veterinary Assistant Surgeon physically as per schedule and treatment shall be given.
- Veterinary Assistant Surgeon shall update the case sheet along with details of treatment.
- If the case is not responded to the treatment, based on the prognosis, the case shall be referred to subject matter specialist by Veterinary Assistant Surgeon.
- Call centre agent shall schedule appointment of subject matter specialist.
- The link shall be shared with Veterinary Assistant Surgeon, AHA/farmer, ADDL/CADDL.
- Veterinary Assistant Surgeon shall treat the animal as per the advice of subject matter specialist.
- If it requires the services of subject matter specialist, based on prognosis, the case shall be shifted to centre of subject matter specialist by Mobile Ambulatory Veterinary Clinic.
- The subject matter specialist shall treat the case accordingly with diagnostic support of ADDL and dispose the case accordingly.

Feedback Arrangements:

In all the three steps, based on the feedback given by AHA in his login, the call centre agent shall monitor the status of case and pursue accordingly. The entire program shall be monitored by Additional Director(Health) at Directorate of Animal Husbandry.

POONAM MALAKONDAIAH
SPECIAL CHIEF SECRETARY TO GOVERNMENT (FAC)